IDENTIFICATION OF RISK PROFILE UNIT PELAKSANA AREA OF PT PLN (PERSERO) DISTRIBUTION BALI USING FMECA APPROACH

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Abstract
In 2010, PT. PLN (Persero) Distribution Bali merged Unit Pelaksana Area Pelayanan (AP) with Area Jaringan (AJ) into Unit Pelaksana Area with the aim to improve the effectiveness of customer service. This new organizational structure requires a thorough assessment of the possible risk, so that some measurement and mitigation can be planned to minimize the risk.

On this research Failure Modes and Effects Criticality Analysis (FMECA) approach is used to identify the risk. This approach was chosen due to its compatibility with service industry and its useful application in explaining the source of potential disturbance, its probability, how to prevent it, what to do if it happened which will help to achieve the purpose identifying the risks of Unit Pelaksana Area PT. PLN Distribusi Bali in achieving the corporate strategic objectives. By using FMECA, a Risk Priority Number (RPN) will be determined for each risk, these number are assessed based on the severity, occurrence and detection level of the risk. The next step is to put the risk into groups depending on their RPN. The result is used to determine the handling priority of the risk.
The result shows there are 36 risk issues in the business process that needs to be prioritized, recommendations of mitigation plan are then proposed for these risk issues.

**Key words**: Risk Management, Business Process, FMECA, Mitigation